

**Idaho Judicial Branch  
Position Description**

<b>Position Title:</b>	Business Analyst
<b>Effective Date:</b>	December 2021
<b>Salary Grade/Range:</b>	Grade 16/\$57,268 - \$71,585
<b>FLSA Status:</b>	Exempt - Administrative
<b>EEO Category:</b>	Professional

**General Position Summary**

The Business Analyst position will capture, analyze, and document requirements that create optimized statewide forms and operational processes in support of the court's mission and objectives. This position works independently and in teams to plan, coordinate, implement, and manage Court Management Division responsibilities. The Business Analyst will work under the supervision of the Senior Court Operations Manager.

**How We Work:**

The Administrative Office of the Courts is committed to supporting the mission of the Idaho Courts through the use of an agile approach that aligns strategy, work, and capacity. This approach empowers our employees to respond quickly and efficiently to meet the needs of our customers: citizens, courts, judges, employees, and other stakeholders. We believe in continual improvement of our services and products to better serve and support our customers and the evolving environment. Employees are future-focused, take initiative, and are personally responsible for work delivery and professional growth. Our leaders are committed to professional development and growth of employees by empowering and supporting motivated individuals; providing clarity and focus for projects; giving those individuals the environment and support they need; and fostering a culture of collaboration, transparency, learning, trust and shared accountability.

**Major Duties and Responsibilities:** (The examples provided do not cover all the duties which the incumbent in this position may be required to perform.)

- Defines, elicits, models, and analyzes requirements and specifications for forms and court operational processes ensuring data entry is in alignment with court processes.
- Consults with the Senior Court Operations Manager on processes to ensure alignment with statutory and rule guidance.
- Prioritizes, gathers, and defines data necessary to analyze and recommend forms requirements, working with the data team for collection and analysis
- Leads independent and team problem solving in areas of assigned responsibility
- Manages forms content, including end-to-end revision and version control processes
- Develops, tests, and implements court-generated forms
- Manages statewide forms inventory
- Leads forms change management activities
- Leads forms risk management activities
- Leads forms quality assurance activities
- Performs business process impact assessments
- Leads in documentation of configuration, assessing the alignment of configuration with court processes, and identifying potential gaps or duplication to enhance data quality.
- Identifies, develops, and leads implementation of best practices
- Understands and incorporates document security within overall forms management processes and practices
- Leads communications activities with all user groups and coordinates with the Training Department related training and education content and activities

- Collaborates with data and technology resources to ensure best use of system functionality
- Ensures assigned deliverables are completed on-time and to required specifications
- Develops project goals, work plans, timelines, implementation strategies and evaluation methods for assessing progress toward project goals and outcomes;
- Manages and maintains detailed project plans including resource, time and cost plans;
- Plans, facilitates and conducts project meetings;
- Tracks legislation relevant to court operations;
- Performs other related duties as assigned.

### **Minimum Qualifications:**

#### *Education and Experience:*

- A Bachelor's degree from an accredited college or university in a directly related field;
- Three years of experience involving work across several of the following areas: content development, business process analysis, major computer system implementations, change management, and project management;
- Previous experience with content development, enterprise systems, or court management systems preferred.

#### *Knowledge, Skills, and Abilities:*

- Knowledge of principles and practices of producing effective documentation;
- Knowledge of business analysis practices and procedures;
- Knowledge of process improvement methodology;
- Knowledge of court case management or similar electronic transaction-based systems;
- Knowledge of project planning tools;
- Knowledge of procedures and methods for testing business functions within computer systems;
- Knowledge of the courts, public sector organization and management, business information systems and practices preferred;
- Knowledge of the legislative process
- Skill in developing business process specifications and ascertaining customers' current business processes;
- Skill in project planning and collaboration;
- Skill in evaluating and redesigning large scale business processes;
- Skill in organizing complex activities and coordinating with others to accomplish the project goals;
- Skill in coping with potentially stressful situations and making independent decisions;
- Skill in working and communicating with others to provide consultation and problem resolution;
- Skill in establishing and maintaining an effective, cooperative work environment;
- Ability to work in a fast paced, deadline driven environment;
- Ability to work in a team environment involving matrixed organizations;
- Ability to manage multiple projects simultaneously while maintaining quality and meeting customer expectations;
- Ability to collaborate with vendors, contractors, government personnel and others to achieve project objectives;
- Ability to communicate at all levels with clarity and precision, both orally and in writing;
- Ability to observe and suggest continuous project management improvements;
- Ability to resolve conflicting high-priority requirements;
- Ability to gather and analyze facts, draw conclusions, define problems, and suggest solutions;
- Ability to travel in and out of state in support of projects.

The Judicial Branch reserves the right to consider an equivalent combination of education, training, and/or experience in determining whether an applicant is capable of performing the assigned duties and fulfilling the assigned responsibilities of this position.

The Idaho Judiciary is an equal opportunity employer. Hiring is done without regard to race, color, national origin, sex, age, religion, socioeconomic status, sexual orientation, gender identity, disability, or any other applicable legally protected status. In addition, preference may be given to veterans who qualify under state and federal laws and regulations. If you need special accommodation for applying or interviewing, please notify human resources.

Updated: 3/2020 SG